



# STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

**Working Title**  
Warehouse Foreman

**Occupational Title**  
Foreman

**Blue Collar Grade**  
11

**Job Code Number**  
999206

**Department of Revenue**  
Liquor Control Division  
Liquor Distribution/Warehouse

**Fair Labor Standards Act**  
Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Liquor Control Division administers the state's Alcoholic Beverage Code, which governs the control, sale, and distribution of alcoholic beverages. The division provides customer service with a focus on public safety to ensure a safe, orderly, and regulated system for the convenient distribution and responsible consumption of alcoholic beverages. The Liquor Control Division includes the Administrative Team, Liquor Distribution Unit, and Liquor Licensing Bureau. The Liquor Distribution Bureau manages state wholesale liquor operations including warehouse shipping and receiving, accounts receivable and payable, inventory management, liquor order processing, agency contract management, and customer service.

## **Job Responsibilities**

The Warehouse Foreman is responsible for supervising the blue collar liquor warehouse staff. Incumbent ensures liquor products are received; store orders are assembled and shipped; deadlines are met; upkeep of the warehouse; equipment is maintained; and the daily movement of product is done in a safe, efficient manner. This position reports to the Liquor Control Division Administrator.

### **• Staff Leadership, Management, and Supervision**

The incumbent is responsible for leading staff and managing the day-to-day activities of the unit. Responsibilities include monitoring the progress of work plans, goals, and objectives and aligning them with the department's goals and priorities. Supervision and development of staff is imperative to a manager's success.

#### **Staff Leadership**

1. Creates and maintains a high performance environment characterized by enthusiastic and positive leadership, direction, and a strong team orientation. Motivates employees to accomplish numerous division goals and objectives. Coordinates performance measures with staff. Encourages the development of new techniques or solutions to problems and assists with the resolution.
2. Readily adapts to changes in existing operations, programs, services, activities, and functions. Makes recommendations. Takes necessary action to implement or accommodate changes. Maintains a positive attitude in communication to staff even when difficult changes arise.

3. Maintains an atmosphere of safety within the unit. Ensures adequate training for all staff in proper lifting techniques, sensible ergonomic practices, and work-specific safety opportunities.
4. Recognizes operational deficiencies and immediately addresses them.
5. Makes and accepts responsibility for decisions necessary to carry out the unit's mission.
6. Accepts direction and feedback from supervisors and follows through appropriately.

#### Management

1. Develops programs, policies, and procedures to assure the citizens of Montana that the department operates in accordance with the highest standard of integrity and ethics.
2. Establishes priorities, deadlines, and work plans for program activities. Evaluates workflow processes, efficiencies, and problems to identify the most effective use of staff and material resources to meet goals and objectives.
3. Appropriately allocates resources to accomplish assigned work. Re-delegates work assignments on a seniority basis to coincide with work load. Coordinates with other work units and programs as needed. Considers pertinent factors such as available resources, staff ability, timelines, and work load. Identifies the need for additional staff or resources while maintaining fiscal responsibility.
4. Assigns tasks and monitors status of liquor orders to ensure efficient warehouse operations are maintained and work is done timely.
5. Plans, schedules, and assigns special projects. Initiates adjustments to reflect changes in overall division and agency goals, operations, and relationships to departmental divisions.
6. Reviews and monitors progress through meetings and consultations. Conducts staff meetings, disseminates data, and promotes information exchange for support and advancement of department mission and goals. Uses input from the staff to guide program responsibilities.
7. Recommends program budgets for staff and equipment. Reviews allocations, project plans and objectives, and expenditures.
8. Identifies information needs and develops reports, information systems, spreadsheets, and other tracking methods to monitor program status, work progress, unit performance, and individual performance. Uses data to identify areas of concern, strengths, and weaknesses. Provides analysis and recommends solutions to department management to resolve problems. Oversees quality control of information and sources.

#### Supervision

1. Recruits and hires employees. Interviews applicants and makes appropriate selection recommendations according to applicable laws, rules, policies, procedures, and guidelines. Ensures proper training and orientation of new employees.
2. Establishes criteria for acceptable work behavior and performance. Promotes workplace efficiency and productivity by educating, mentoring, coaching, and correcting employee behavior. Encourages exceptional performance and improvement in areas of individual weakness. Develops and monitors corrective actions.
3. Reviews work throughout the process and at completion to ensure it has been performed accurately, properly, and timely.
4. Establishes baselines and performance standards for the work unit, such as the expected number of cases a Warehouse Worker should pick per hour and the number of bottles a Repack Worker should pick per hour.
5. Appropriately reviews, recommends, and initiates personnel actions according to applicable policies, procedures, and guidelines. Carefully considers options available. Works with Human Resources to take appropriate disciplinary action as needed. Enforces disciplinary policies.
6. Recognizes and promptly resolves internal and external issues. Mediates personnel issues in a very timely manner.
7. Completes employee performance reviews. Defines goals and required results at the beginning of the performance review period. Communicates on a very regular basis with staff on progress toward those goals and results.

8. Determines the training needs of staff through analysis of program effectiveness, new technology and policies, and staff performance. Ensures consistency in the application of training opportunities for all staff. Develops and enhances on-the-job training opportunities to ensure staff is provided the needed training to fulfill their job duties including cross-training opportunities. Provides necessary information and tools to staff to complete any new tasks and duties.
  9. Provides training for new employees on how to operate warehouse equipment, proper picking techniques, and how to navigate through the scanning system in order to assemble store orders.
  10. Certifies new employees on equipment and recertifies current employees every three years.
  11. Communicates policy and procedures clearly and effectively in order to obtain desired results. Ensures staff adhere to rules, policies, procedures, and collective bargaining agreements.
  12. Monitors and approves staff leave usage while ensuring adequate coverage is maintained.
  13. Upholds and promotes the department's conviction to customer service throughout agency contacts as well as in communication with taxpayers. Staff is held accountable for providing the highest level of customer service to all those that they come into contact with.
- **Warehouse Work**
    1. Performs same warehouse work that is delegated to work unit in an efficient, accurate, and safe manner.
    2. Operates the forklift to transfer product. Assembles both full case lot and repack orders. Picks the repack replenishment.
    3. Ultimately responsible to ensure all warehouse work is completed accurately, timely, and safely.
  - **In-Bound Freight Receipt**
    1. Receives product off inbound trucks with the aid of an electronic scanner.
    2. Utilizes a forklift to remove product from the trailer and stages product to confirm quantities.
    3. Scans and accurately records case counts for each product unloaded from trailer.
    4. Waits for confirmation from liquor support staff to ensure proper receipt of goods.
    5. Signs trucking manifest and notes any breakage or variance in the quantity shipped versus the quantity received.
    6. Ultimately responsible to ensure all freight is unloaded accurately, timely, and safely.
  - **Equipment Safety**
    1. Schedules regular maintenance on warehouse equipment.
    2. Ensures staff is completing daily check lists on equipment.
    3. Monitors staff to ensure equipment is operated in a safe manner to protect equipment, assets, and well-being of building occupants.
    4. Ultimately responsible for ensuring all equipment is properly maintained and operated safely.
  - **Warehouse Maintenance**
    1. Monitors warehouse space to ensure adequate working conditions.
    2. Cleans the warehouse to ensure a safe and orderly work environment is maintained. This includes, but is not limited to sweeping the warehouse floor, emptying shrink-wrap bins, emptying garbage cans, and strapping down piles of cardboard.
    3. Cleans and processes broken cases of liquor.
    4. Ultimately responsible for ensuring the building is properly maintained.
  - **Other Duties as Assigned**
    1. The incumbent performs other duties as assigned by the division administrator.
    2. May also perform the tasks of the other warehouse staff depending on workload.

## **Job Requirements**

To perform successfully as a warehouse foreman the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and be able to work independently. Strong communication skills and the ability to communicate effectively and respectfully are required. The incumbent is required to analyze complex issues; identify others' underlying concerns and motives; deal with controversy and hostility in a professional and objective manner; establish effective relationships with others; and work effectively under pressure. Seasoned judgment in decision making is necessary since the work is performed with minimal guidance and within broad guidelines. It is essential that the incumbent has the ability to work independently but also as part of a team; maintain a high performance team; make sound decisions and be accountable for them; generate innovative ideas; and have personal initiative. The incumbent is expected to apply critical thinking skills; be a problem solver with the ability to identify and resolve tactical and strategic issues before they become problematic; resolve operational issues; elevate matters as necessary; recommend solutions; and effectively implement division changes and management directives.

The position also requires knowledge of warehouse safety rules; production processes, quality control, costs, and other techniques for maximizing the effective distribution of goods; principles and processes for providing customer and personal services; proper use and maintenance of equipment and tools; time management; and basic mathematics. The incumbent must have the ability to effectively operate a personal scanner; make good decisions; be constantly alert and aware to ensure accuracy and maintain a safe work environment; and perform physical activities that require consistent and repetitive movements.

Knowledge of general management practices including the principles and methods of work planning; performance management including setting goals, objectives, and measures; operational and program planning; and quality assurance methods is required. The work also requires knowledge of computers and database management; data collection, analysis, and reporting techniques; compliance requirements and practices; customer service standards; agency policies, procedures, and guidelines; supervisory principles and practices; department and state personnel policies, procedures, and precedents; and employment law.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a high school diploma, GED certificate, or equivalent and two years of job-related experience.
  - Work experience should include lead worker, customer relations, and sales or distribution.
  - Other combinations of education and experience will be evaluated on an individual basis.

## **Department Core Values**

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.

- Teamwork: Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

### **Working Conditions**

This position has considerable mental stress and pressure due to supervisory issues; workload; conflicting, multiple priorities; hard deadlines; time constraints; significance of decisions made; the challenging nature of contacts; and coordination of all functions of the work unit. At times, the incumbent will deal with angry, hostile, and difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. Work hours may exceed 40 hours per week from time to time. This position involves performing physical activities that require consistent and repetitive use of arms, legs, abdomen, and lower back; squatting, lifting, balancing, walking, twisting; and quickly moving hands to grasp, manipulate, and assemble orders. Lifting is consistent throughout the work shift; up to 60 pounds and includes carrying product several feet between pallets and machines. Tools and equipment used include scanners (wireless/hands-free picking devices); forklifts; pallet jacks; order selectors; push carts; balers; shrink-wrap machine; foot-operated carton staplers; box cutters; water activated and pistol grip tape dispensers; miscellaneous cleaning equipment such as brooms, mops, shop vacuums; and construction tools such as drills, hammers, saws, ladders. The warehouse environment also includes noise, dust, dirt, etc. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

### **Special requirements**

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

**This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.**

**Division Administrator Review:** The statements in this job profile are accurate and complete.

Signature: Shauna Helfert, Division Administrator Date: August 2010

**Human Resource Director Review:** The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resource Director Date: August 2010

**Employee:** My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name (print): \_\_\_\_\_